

TIANS extends sincere appreciation to the Nova Scotia Department of Labour, Skills and Immigration, the Nova Scotia Apprenticeship Agency, Tourism Nova Scotia and the Atlantic Canada Opportunities Agency (ACOA) for their support of a healthy, sustainable Tourism Industry. Tourism Nova Scotia / Photographer: @daveyandsky TIANS 2024-2025 ANNUAL REPORT

TIANS CHAIR

On behalf of the Board of Directors of TIANS, I am pleased to present the Annual Report of the Association.

This past year your Association has continued to invest in programming and resources to support your efforts on the ground. Our advocacy work continues as we strive to address policies and issues impeding the sector's competitiveness. After the last few years of rebuilding Nova Scotia's Tourism



Kevin Toth, TIANS Chair

Industry, who would have thought we would once again be facing significant economic uncertainty from global events. What we do know, is that Tourism is incredibly resilient and now more than ever, Tourism will be needed to play an important role in the fiscal and social health of the province.

Tourism is a unifying industry used around the world as a mechanism for peace, social unity, cultural appropriateness and financial stability. At a local level, Tourism has the largest multiplier effect in the economy; for every \$1 invested, \$3.2 is generated on

main street. Tourism revitalizes communities. Imagine what many Nova Scotia communities would look like without the Tourism infrastructure and investment we have seen over the last number of years. Yet we still fight for recognition. Tourism enhances social conditions in the communities where we live; often it is a catalyst for repurposing heritage buildings; Tourism celebrates our cultural diversity and utilizes our natural, environmental assets as tourism drivers. Tourism is also an economic powerhouse –

generating over \$3.5 Billion annually in tourism receipts.

Over the past year TIANS has continued its work with Tourism Nova Scotia to develop a new Framework for Tourism Growth. This Strategy is not a singular goal or brand statement, but a roadmap on how we can approach growing the business of tourism. What are the elements we need to be looking at in building a healthy and sustainable tourism destination? Regional sessions will be hosted with municipal leaders and industry champions and we will ask them to revisit how they manage and invest in Tourism within their communities. Strategic themes, guiding the new Tourism Strategy for Nova Scotia include: policy alignment, investment readiness, community wealth and wellbeing, destination sustainability/365, human excellence and tech innovation and global competitiveness.

The following report highlights a number of TIANS initiatives.

Our commitment to the industry extends to ourselves as well, ensuring your Association is strong and well positioned to serve you in the future. This past fall, the TIANS Board of Directors reviewed the organizational Governance, By-Laws and Policies. We are currently working on establishing a Sustainability Plan for the Association that will guide future Boards, ensuring TIANS remains relevant to the challenges of the day.

I want to assure you that your Board Members have served you well, and I am grateful for their support and for sharing the community perspectives, from across Nova Scotia. We are excited to continue our service to the Nova Scotia Tourism Industry. In closing, I want to thank all of you. We are very proud of what you are doing in your communities and look forward to supporting your efforts.

Sincerely,

Kevin Toth, TIANS Chair



NSTHRC CHAIR

As Chair of the Nova Scotia Tourism Human Resource Council, I am pleased to present highlights of work undertaken during the past year related to the tourism workforce.



Beatrice Stutz, Chair

During 2024, we saw a significant rebound in employment, with the latest figure indicating 59,000 Nova Scotians are employed in tourism (Stats Canada). While many businesses continue to struggle with employee recruitment and attachment, we know we have work to do to reposition the sector as a destination for employment. We worked with our national partners at Tourism HR Canada to launch the Discover Tourism Portal. An extensive awareness campaign is planned for 2025 as we reframe the messaging around work in the sector.

One of the most important areas of continued focus for us needs to be that of employer practices. We need to address systemic issues around business practices, compensation and investment. We continue to be encouraged by the increase in employee training. Last year more than 9000 individuals took part in training and professional development opportunities; a number of them at the management level.

The Council is also keenly focused on connecting older workers and under-employed populations to our sector—we need to do more to take advantage of the many Nova Scotians who are not gainfully attached to the labour market.

Our work with post-secondary educational bodies is also a key area of focus, as we strive to align tourism programing with industry needs. During 2024, our Culinary Career Exploration Program - Serve It Up! - saw continued expansion with 17 students gaining skills and credentials through mentorship from Red Seal Cooks. We are also relaunching the Canadian Academy of Travel and Tourism in the NS High School system which provides credits and a logical career path for youth. Our Scholarship program has contributed over \$20,000.00 to students embarking on careers in tourism, and to employees and employers looking to upgrade their skills.

We look forward to continuing our service, as we work to build a professional and sustainable tourism workforce for Nova Scotia.

Beatrice Stutz, NSTHRC Chair



2024-2025

YEAR IN REVIEW



Darlene Grant Fiander, President

TIANS plays is as a steward of the sector, ensuring tourism consideration is given on policy development in a number of areas. Over the past year TIANS and the NSTHRC continued to provide leadership on the issues of the day, striving to reframe the conversation about tourism's rightful place in the economic framework for Nova Scotia.

One of the most important roles

As we enter our 48th year of service to the Nova Scotia

Tourism Industry, TIANS will continue to provide a voice on issues affecting the competitiveness and viability of the sector.

No other sector can do what Tourism does for the province, not only as a significant revenue generator in every community, but for its influence on shaping the social, cultural and environmental health of this place we call home.

Following are a few key highlights from the past year; we invite you to explore the following pages to learn more about our work in 2024-2025.

Thank you for your continued investment in TIANS.

Darlene Grant Fiander, President

HIGHLIGHTS

Final Phase of New Tourism Strategic Plan for Nova Scotia

PLACE Podcast Series Launch

Tourism Business Season Extension Pilot – 365

New Provincial Tourism Labour Strategy – Tourism Reset-Managing Change

Legislation for Built Heritage Protection Support

Mandatory Responsible Beverage Service Status

2-Year Atlantic Best Practice Mission Project Completion

Certified Age Friendly Employer Program (CAFE)



Working Groups for Post-Secondary Education

Position Paper for Consistent U.S. Ferry Support

National PTTIA Advocacy around Air Access,

Immigration Policy Submission to Federal Minister

Regulatory Review of Motorcoach Industry

Provincial Aquaculture Framework Position

New Tourism Training
Online Campus

Over \$20,000 in Tourism Scholarships Awarded

Tourism HR Canada Board Chair and Atlantic Canada Tourism Caucus Roles

50% Increase in Training - 9072 Participants

Social Engagement Expansion - 1.3M Views on Facebook in first 3 months of 2025

TIANS 2024-2025 ANNUAL REPORT

4 TIANS 2024-2025 ANNUAL REPORT

TIANS IN ACTION

During the past year, TIANS has continued to work on your behalf to address issues affecting business competitiveness and growth.

Improving the Tourism Business Environment

Tourism operators continue to face regulatory burden, policies that are not aligned with business growth, uncoordinated administration of the industry and a lack of cohesion around ensuring an open for business approach.

MANDATORY RESPONSIBLE BEVERAGE SERVICE TRAINING

Achieved a longstanding goal of provincial legislation requiring responsible beverage service training. To assist industry, extended special pricing for Serve Right and a targeted information piece for community and event volunteers was developed.

SEASONAL EXTENSION PILOT

To enable Industry to stay open longer without penalty, TIANS requested government support an innovative pilot program based on the Seasonal Tourist Business Designation. View the document at: tians.org/news-updates.



PROVINCIAL APPROACH TO LEVIES

TIANS continued advocacy for a provincially coordinated approach around criteria for collection and administration of tourism levies.

"For a number of years, TIANS had been advocating for a provincial approach to marketing levies to avoid duplication of effort, leverage the investment and support the Nova Scotia brand. In some cases, industry operators have indicated there is absolutely no plan in place, although they have been told to start collecting the additional 3% tax on customers."

- Letter to Minister of Department of Municipal Affairs and Housing, July 2024

MOTORCOACH REGULATORY REVIEW

Based on industry feedback, TIANS secured expertise to facilitate a report focused on the regulatory environment of the motorcoach sector.

REPRESENTATION AT NATIONAL TABLE

Met regularly with national partners, including the Provincial and Territorial Industry Association (PTTIA), the Tourism Industry Association of Canada (TIAC) and Tourism HR Canada (THRC). Attended the 2024 National Labour Market Forum in Ottawa where the agenda focused on a Workforce Reset.

WORK PERMIT AND IMMIGRATION POLICY

In response to concerns around labour impacts, aligned messaging with partners across Canada and called on federal government to adjust work permit and immigration policy regarding Tourism jobs.

"The tourism sector was one of the hardest hit during the pandemic, and excluding its essential educational programs from the new permit system will have lasting effects on efforts to fully rebuild its workforce. It is critical that tourism programs at public colleges and polytechnics be included in the list of eligible PGWP programs."

- Letter to Minister of Immigration, Refugees, and Citizenship Canada, November 2024

Enhancing Innovation and Quality

The Tourism Industry needs to continuously adopt innovative strategies to be more efficient, enhance quality visitor experiences and maintain a competitive edge. TIANS supported a number of initiatives focused on achieving these outcomes.

INVESTING IN TOURISM LEADERSHIP

The Tourism Industry has been challenged over the past few years with the impacts of losing a significant amount of leadership and associated management capacity. TIANS is working to bridge the gap in part through our exclusive online campus with Cornell University. Last year TIANS provided a total of 53 Tourism leaders with Executive Education Distance Learning through our exclusive portal. Visit: https://www.ecornell.cornell.edu/portal/tians to learn more.



TOP 10 MOST POPULAR CORNELL COURSES FOR NOVA SCOTIA **TOURISM BUSINESSES**

DEVELOPING A CULTURE OF **EMPOWERMENT**

LEADING STRATEGIC CHANGE INITIATIVES

DIVERSITY, EQUITY, AND INCLUSION AT WORK

LEVERAGE EMOTIONAL **INTELLIGENCE FOR PROJECT RESULTS**

INTRODUCTION TO **HOTEL REVENUE** MANAGEMENT

MAKING STRATEGIC **CHANGE HAPPEN**

BECOMING A POWERFUL LEADER

MANAGING TIME AND

MPROVING ENGAGEMENT

FORECASTING AND AVAILABILITY **CONTROLS IN HOTEL REVENUE** MANAGEMENT

TIANS 2024-2025 ANNUAL REPOR TIANS 2024-2025 ANNUAL REPORT "Being a part of this best practice mission has provided me with new strategies, ideas and a fresh outlook on what is really possible. Sometimes we can only see what is in front of us and no further—this mission has provided a base for future growth and knowledge."

Black Heritage Best Practice Misson Participan



BEST PRACTICE MISSIONS

TIANS Completed a two-year project with ACOA to deliver the Best Practices Mission program for Atlantic Canada. 40 Nova Scotia participants representing 30 different businesses took part in various missions focused on provincial priorities and potential for leveraged investment. Visit: https://www.atlantictourismstrong.ca/ to learn more.

"This was the most impactful best practice mission I have been on; well managed and highly informative. I will be implementing learnings and work with other local operators to build off this as we move forward."

- Culinary Best Practice Mission Participant

NEW ONLINE TRAINING CAMPUS

The Nova Scotia Tourism Human Resource Council (NSTHRC) launched a new online campus this year. Including updated emerit National occupation specific training modules, allowing you to train your staff anywhere and anytime.

UPDATED SERVE RIGHT PROGRAM

Serve Right is Nova Scotia's trusted solution for Responsible Beverage Service training and was updated in 2024 with current case law and best practices. During the past year, over 7000 servers and managers received their certification.

Built Heritage and Environmental Stewardship

Nova Scotia's enviable natural product and built heritage are crucial elements of the visitor experience. Research has proven that heritage and culture are significant travel motivators for visitors and that our brand as a destination also depends on a healthy and accessible natural environment.

HERITAGE ACT MODERNIZATION

TIANS continues to work with the Heritage Trust of Nova Scotia to advocate for updating of Heritage Property Act to better support these invaluable assets.

AQUACULTURE REGULATORY FRAMEWORK

In response to expanded aquaculture development in Tourism vulnerable areas, TIANS called on the Minister of Fisheries and Aquaculture to address the need for a provincial framework to guide future expansion.

COASTAL PROTECTION ACT

TIANS continues to call on government for a provincially coordinated approach to Coastal Protection. Communications included an editorial and correspondence outlining the connection of the coastal implications on the Tourism Industry.

"As an ocean inspired destination with 13,300 kilometers of coastline, we have a shared obligation to have a regulatory framework that will serve the province's interests. Only 5% of Nova Scotia's coastline is publicly protected."

- TIANS Editorial - YES to the Coastal Protection Act, Spring 2024

MUNICIPAL DEVELOPMENT

TIANS has written to Halifax Regional Council regarding its approach to proposed plans to address traffic. Current practice is destroying old neighbourhoods and heritage and HRM needs new processes that balances community needs.

"Spending millions of dollars of public funds to expropriate land, demolish historic buildings and cut down 80 mature trees is counter intuitive to the stated goals of HRM around the environment and housing affordability."

- Letter to HRM Mayor Andy Fillmore, February 2025

Industry Connections and Collaboration

TIANS is committed to providing information and business intelligence on issues that support business growth. Efforts this year also included working to elevate the image of Tourism at the local level through strategic partnerships and programs highlighting the value of the Tourism Industry in Nova Scotia.

RELAUNCH OF TIANS WEBSITE

In 2024 TIANS worked with award winning member firm, VERB Interactive to redesign and launch the TIANS.org website. The site now has a fresh look and easy to navigate menu with simplified access to news, resources, research, member benefits and links to other relevant information.

Visit https://www.tians.org/ today!

SUPPORTING NEW TOURISM ENTREPRENEURS

Understanding the importance of nurturing emerging Tourism entrepreneurs, TIANS partnered with IGNITE Atlantic to support a series of rural Tourism Pitch competitions. Participants received a 1-year TIANS membership to access networking and business tools, and winners received a cash award.





Pictured, Wes Surrett, COO IGNITE Atlantic with Bridgewater Tourism Entrepreneur Pitch Winner, Annette Clark and son, Nicholas of Exotic Fruit Nursery and Studio, Lunenburg, NS

INNOVATIVE HR WEBINARS

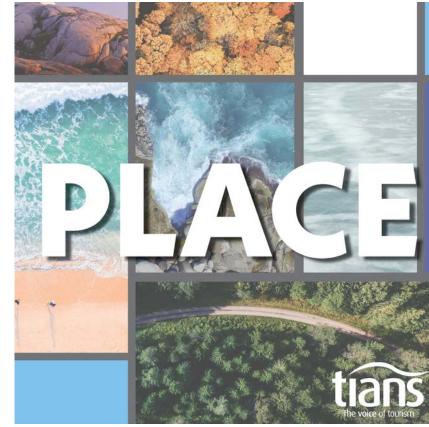
In partnership with the Association of Industry Sector Councils (AISC), we delivered a bi-weekly webinar series for small and mediumsized business operators. Two streams offered support for varying levels of HR experience and CPHR Nova Scotia awarded Continuous Professional Development (CPD) credits.

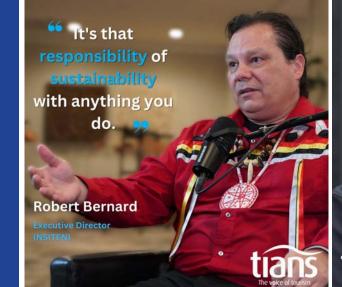
UNIQUE CULINARY PARTNERSHIP

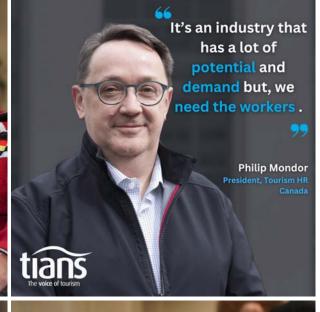
Devour! The Food Film Fest is a unique cinema and culinary event that is extending the Tourism season. In October, TIANS and NSTHRC worked with Devour to highlight the **Serve it Up!** Culinary Exploration Program as a valuable point of entry for the next generation of culinary talent. Participating students were invited to volunteer and gain experience behind the scenes at this major culinary event.

TIANS 'PLACE' PODCAST LAUNCH

TIANS worked with partners at Podstarter, to create PLACE a 6-episode series with content captured through frank conversations with Tourism operators, leaders, and government. With a range of topics from Access and Connectivity to Building to 365 to Labour and more, PLACE provides thought provoking ideas and calls to action.















TIANS in the Community

TIANS believes in the transformative power of Tourism at the community level. Meeting with Industry locally allows for deeper understanding of business needs and also reinforces our role and responsibility to serve Members across the province.

2024 ANNUAL GENERAL MEETING

On May 27, 2024, TIANS welcomed over 100 Industry delegates at the historic White Point Beach Resort for the 47th Annual General Meeting. Highlights included remarks from the Minister of Economic Development, an Industry Advisory and presentations from Tourism Nova Scotia and other partners.

INVESTING IN RURAL CAPACITY THROUGH SATELLITE HR SUPPORT

Working with NS Labour, Skills and Immigration, TIANS established HR advisor support in the Yarmouth and Cape Breton regions. Rural tourism operators receive access to training supports for staff and other business tools and resources. Local contacts are: Mary Theresa Jessome in Cape Breton (marytheresa@dcba.ca) and Neil MacKenzie in Yarmouth and Acadian Shores (nmackenzie@yasta.ca).

SUPPORT FOR LOCAL SPORT

Community sports generate a significant amount of travel across the province and generates economic activity, particularly in non-peak seasons. Working with Firm Foundation Media, TIANS sponsored live broadcast coverage for local sporting events to help build understanding with the public of the value of Tourism in their communities through sport. Tune into https://www.tians.org/ and our social channels for upcoming broadcast and interviews.

COMMUNITIES IN BLOOM

TIANS continued to support the Atlantic Edition of Communities in Bloom as a key partner. This longrunning program demonstrates commitment to nurturing civic pride, environmental responsibility, and beautification, enriching the community experience for visitors and residents alike. If your community is interested in becoming a Community

in Bloom participant reach out to the TIANS Staff. CIB Atlantic Growing Flowers, Pride and Volunteerism...One Community at a Time.







2024 Annual General Meeting



TIANS Past Chair, Judy Saunders, with 2024 Incoming Chair, Kevin Toth









Support for Local Sport

TALENT PIPELINE DEVELOPMENT

Attraction and retention practices in the Tourism Industry has never been more important with persistent competition for talent in all sectors. NSTHRC has continued to create and influence talent pipelines to provide a stable and skilled workforce.

INDUSTRY TRAINING

Over the past year, more than 9000 Tourism Professionals participated in skills and training courses available through the NSTHRC - 50% increase over the prior year. Training in Service Excellence as well as Diversity and Accessibility, Mental Health in Tourism, De-escalation of Challenging Situations and more. Over 600 individuals completed Clean it Right training - since its launch over 220 businesses have achieved their Clean it Right designation which provides enhanced marketing assets. Register at: training@tourism.ca or call the TIANS office.

TOURISM SECTOR SKILLSPASS PORTAL

The Council continues to add courses and webinars to the SkillsPass Learning platform which includes a range of soft and technical skills training on demand at no charge with support from Labour, Skills and Immigration (LSI) and NSTHRC. See more: https://nstourismsector.skillspass.com/.

MATURE WORKFORCE

TIANS continued to profile the Certified Age Friendly Employer Program (CAFE); to date Nova Scotia boasts 22 Certified Tourism businesses. As labour shortages continue to be a challenge for our sector, the experience, skills and knowledge of older workers are more sought after than ever.



"Mature workers bring a wealth of experience and skills that are an excellent fit with Tourism. In a province where over 21% of the population is aged 65 and older, Tourism operators recognize the important role of this demographic in their workforce. Mature workers offer a range of transferable skills that are relevant in Tourism including customer service, communication and teamwork."

- TIANS Quote from Business Voice Article, Halifax Chamber, Spring 2025

MENTORING TOMORROW'S CULINARY WORKFORCE

Following a competitive process that saw over 50 students apply to the program, Serve it Up! connected 17 high school students with a paid summer placement at 13 different culinary employers across Nova Scotia. Along with their 200-hour work experience, students received Co-Op Education Credits and Pre-apprenticeship hours. Many students continued with their employer past their 200-hour commitment. Thank you to all our employers and program partners.











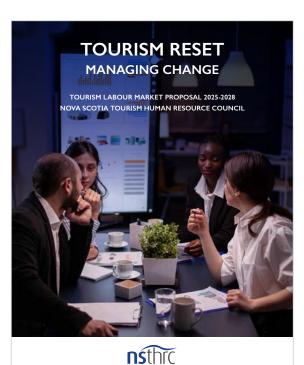
NEW TOURISM LABOUR MARKET STRATEGY FOR NOVA SCOTIA

In response to the evolving needs of industry and a shifting labour market, NSTHRC developed a new 3 Year Tourism Labour Market Strategy, Tourism Reset- Managing Change, focused on six key priorities to inform and guide efforts for 2025-2028.

The Council will also continue to deliver programs and support in the areas of Career and Workplace Development, National Certification, Human Resource Best Practices and Service Excellence to address core needs for the Tourism Sector.

Sign Up Today to receive Our E-Bulletin

Email: newsletter@tourism.ca for the latest news and resources delivered to your inbox!



KEY PRIORITIES



RELIABLE SUPPLY OF WORKERS

Attraction & Retention



SKILLED WORKERS

Matching Demand and Improving Productivity



ACCESSIBLE EMPLOYMENT

Reducing Barriers and Improved Mobility



COMPETITIVE HR PRACTICES AND HR INVESTMENTS

Fostering Good Employers



VALUED EMPLOYMENT/CAREERS

Job & Career Image & Profile



INFORMED LABOUR MARKET/ WORKFORCE INTELLIGENCE

Knowledge & Information

TOURISM SCHOLARSHIPS

Investing in Tomorrow's Tourism Leaders and Supporting Executive Development

NSTHRC/TIANS Awarded over \$21,000 from the Walter H. Johnson Jr. Scholarship, the Judith B. Cabrita Professional Development Professional Scholarship and the Building Up Tourism Employer Investment Fund. Some of our 2024/2025 Recipients are shown below:



Jennifer Crosby Front Office Manager



Megan Jones **Event Manager**



Lucas Peverill Guest Services Manager



Amanda Mansfield Wine Shop Assistant Manager



Nick Landry Food and Beverage Server



Andre Pettipas Musician/Festival Founder



Carter MacKenzie Silver Scholarship Riverview Rural High School



Rachel McNutt Culinary Scholarship Oxford Regional **Education Centre**



Allison Harvie

Culinary Scholarship

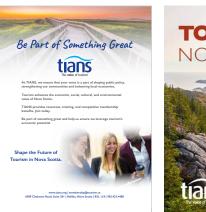
Baddeck Academy

Zoe Simmons Culinary Scholarship -Northumberland Regional High School

SPREADING THE WORD











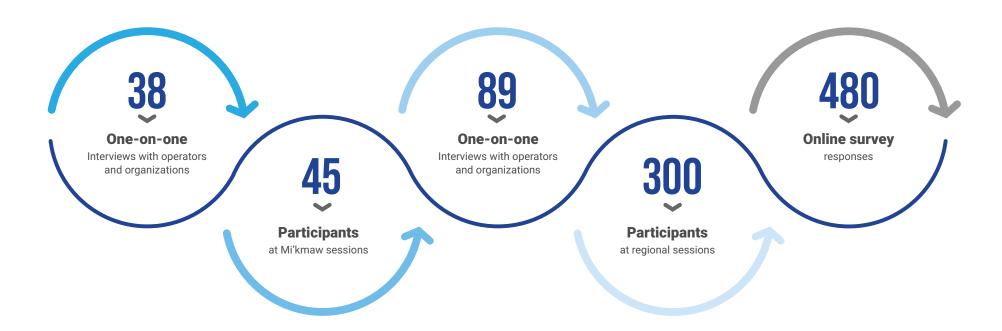


TOURISM SECTOR STRATEGIC PLAN FOR NOVA SCOTIA

TIANS worked in partnership with Tourism Nova Scotia to support development of the Nova Scotia Tourism Sector Strategic Framework. Focus groups and regional engagement sessions were hosted across the province and online survey feedback was also gathered to further inform issues, opportunities and ideas. A jurisdictional scan was also conducted, providing insight around potential for adoption of best practices. The resulting Framework outlines key themes that will play an important role as a roadmap to shape policy, inform product development and identify partnerships that enable the full potential of Tourism to be realized for Nova Scotia.

KEY PILLARS OF THE TOURISM STRATEGY —

Policy Alignment
Investment Readiness
Community Wealth and Wellbeing
Destination Sustainability / 365
Human Excellence and Tech Innovation
Global Competitiveness



TIANS BOARD OF DIRECTORS

CHAMPIONS FOR CHANGE 2024/2025

Your Board of Directors is composed of Tourism owners, leaders, and experts from across the province.

OFFICERS



CHAIR Kevin Toth President, Fox Harb'r Resort



PAST CHAIR
Wes Surrett
Chief Operations Officer,
Ignite Atlantic



VICE CHAIR Marie Manning VP Business Development & CCO, HIAA Tourism Inv Fund



SECRETARY/TREASURER
John Simon
President, Canadvac Travel
Services & Hygge Life Travel

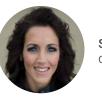


NSTHRC CHAIR Beatrice Stutz CEO Grand Pré Wines Ltd.

DIRECTORS



Wayne Carter Cultural Consultant



Shauna Austin Owner, The Clairestone Inn



Sean Doucet
General Manager, The Hollis/
Halifax Regional Director,
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Kelly Deveaux Parks Canada Superintendent, Cape Breton Highlands National Park



Pamela Wallace
Owner/Operator,
Trout Point Lodge



Jaison Sandhu Owner, Hampton Inn Dartmouth, BW Liverpool & Woodstock, Slumber Inn



Leslie Wilson
President and General
Manager, Ski Wentworth

Mark Your Calendars! Plan to attend the 2025 Tourism Summit December 1-3, at The Westin Nova Scotian. Watch for additional details and registration information.



LET'S GET SOCIAL







